



**County of San Bernardino
Department of Behavioral Health
Mental Health Services Act**

**30-Day Posting
Public Review Period for
Horizons at Yucaipa Senior
Apartments
Under the MHSA Housing Program**

April 16, 2012

County of San Bernardino

Administration

268 W. Hospitality Lane, Suite 400 • San Bernardino, CA 92415 • (909) 382-3133 • Fax (909) 382-3105



CaSONYA THOMAS, MPA, CHC
Director

April 16, 2012

Notice of Initiation of 30-Day Public Review Period for Horizons at Yucaipa Under the MHSA Housing Program

A 30-day public review and comment period is required for the County of San Bernardino Department of Behavioral Health to submit an application to the State-administered Mental Health Services Act (MHSA) Housing Program to secure funding for any proposed housing development intending to provide permanent supportive housing for mental health clients. This public review pertains to the Horizons at Yucaipa Senior Apartments development, which intends to provide permanent supportive housing for some of the County's mental health clients.

Comment on the proposed development, as attached, must be received by the County prior to the end of the 30th day from the date posted on this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The following sections of the application are attached for consideration, review and comment:

- Item D.1 Development Summary (Attachment B)
- Item D.2 Development Description
- Item D.3 Consistency with the Three-Year Program and Expenditure Plan
- Item D.4 Description of Target Population to be Served
- Item D.5 Tenant Eligibility Certification
- Item D.6 Tenant Selection Plan
- Item D.7 Supportive Services Plan
- Item D.8 Supportive Services Chart
- Item D.9 Design Considerations for Meeting the Needs of the MHSA Tenants

We appreciate your feedback and encourage you to direct any questions or comments regarding the proposed development to Douglas M. Fazekas as follows:

Douglas M. Fazekas, Administrative Manager
Department of Behavioral Health
Housing and Employment Program
909 387-8619
Fax: 909 386-8578
dfazekas@dbh.sbcounty.gov

Sincerely,

CaSonya Thomas, Director
Department of Behavioral Health

CT:SN:DF:cv

cc: S. Nevins, T. Hernandez, D. Terrones, L. Neuenswander, M. Ruffolo, County of San Bernardino Department of Behavioral Health; D. Fuentes & L. Mawby, County of San Bernardino Economic Development Agency; S. Ruff & J. Olson, Corporation for Supportive Housing; G. Joslin, Housing Authority of San Bernardino County; M. Doherty, LeSar Development Consultants

GREGORY C. DEVEREAUX
Chief Executive Officer

Board of Supervisors
BRAD MITZELFELT, VICE-CHAIRMAN.....First District
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RENTAL HOUSING DEVELOPMENT SUMMARY FORMCounty Mental Health Department: San Bernardino Department of Behavioral HealthName of Development: Horizons at Yucaipa Senior ApartmentsSite Address: 12266 Third StreetCity: Yucaipa State: CA Zip: 92399Development Sponsor: Urban Housing Communities, LLCDevelopment Developer: Urban Housing Communities, LLCPrimary Service Provider: Age Wise Supportive Services☒ New Construction ☐ Acquisition/Rehabilitation of an existing structureType of Building: ☒ Apartment Building ☐ Single Family Home
☐ Condominium ☐ Other

Total Development		MHSA Funds	
Total Number of Units:	77	Total Number of MHSA Units:	10
Total Cost of Development:	\$ 22,108,707	Amount of MHSA Funds Requested:	\$ 2,257,392
		Capital:	\$ 1,087,542
		Capitalized Operating Subsidies:	\$ 1,169,850

Other Rental Subsidy Sources (if applicable): None

Target Population (please check all that apply):

☐ Adults ☐ Transition-Age Youth ☒ Older Adults**County Contact**Name and Title: Douglas M. Fazekas, Administrative Manager, DBHAgency or Department Address: 820 E. Gilbert Street, San Bernardino, CA 92415Agency or Department Phone: 909-387-8619Agency or Department Email: dfazekas@dbh.sbcounty.gov

Supportive Services Chart

List all the services to be provided to MHSA tenants in the MHSA Rental Housing Development, including any in-kind services essential to the success of your Supportive Services Plan. Add additional lines to the Supportive Services Chart as needed.

Supportive Service	Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)	Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1 Comprehensive Assessment	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
2 Psychiatric Evaluation and Medication Support	Older Adult	Adult Residential Svcs Clinic.	On-site or Off-site (transportation assistance)
3 Development of Coordinated Care Plan	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
4 Ongoing Case Management	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance))
5 Mental Health Services	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
6 Individual and Group Psychosocial Rehabilitation	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
7 Social Skills Development	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
8 Life Skills Development	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
9 Dual Diagnosis Group	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
10 New tenant orientation/move-in assistance/tenant rights education	Older Adult	DBH Housing Program	On-site or Off-site (transportation assistance)
11 Tenants council	Older Adult	DBH Housing Program	On-site or Off-site (transportation assistance)
12 Psychiatric services	Older Adult	Adult Residential Svcs Clinic.	On-site or Off-site (transportation assistance)

MHSA Housing Program Rental Housing Application

ATTACHMENT C

13	24/7 Crisis intervention	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
14	Information and referrals to other services and programs	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
15	Peer mentoring/support	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
16	Transportation (Assistance to access only)	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
17	Recreational/socialization opportunities	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
18	Independent living/life skills: budgeting, money management, meal preparation, housekeeping, self-care	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
19	Benefits assistance	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
20	Relapse prevention planning	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)
21	Community engagement and linkages	Older Adult	Age Wise Program	On-site or Off-site (transportation assistance)

Primary Service Provider: Age Wise Supportive Services (AWSS)

(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSA Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

**Section D: Supportive Services Plan
Instructions**

1. Submit the MHSA Supportive Services Information, Section D, Items D.1 through D.16, as listed on the Application Index & Checklist.
2. Enter required information into the yellow box marked "Response".
3. Items D1 through D9 must be circulated for local review for 30 days.

Item D.1 Development Summary Form (Attachment B)

Instructions: Complete and submit the Development Summary Form (**Attachment B**)

Item D.2 Development Description

The Development Description should provide a narrative (approximately two pages) that includes:

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHSA tenants (location, building type, layout, features, etc.);
6. Name of primary service provider, property manager, and other development partners; and,
7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Response:**Name and location of the proposed housing development**

Horizons at Yucaipa
12266 Third Street
Yucaipa, CA 92399

Tenant Characteristics and Housing Service Goals

Horizons at Yucaipa will include 76 units to be rented to qualified seniors from the general population at affordable rent levels in compliance with the low income housing tax credit program. Ten of the 61 one bedroom units will be designated as the MHSA Housing Program's permanent supportive housing for eligible older adults with serious mental illness, as defined by MHSA program definitions. Older adults in the program will be "extremely low income" with an annual income not to exceed 30% of the Area Median Income (AMI). The property owner will employ Hyder Property Management Professionals as property manager and require an on-site Resident Manager and a maintenance staff. The Resident Manager will meet regularly with the MHSA Full Service Provider, Age Wise Supportive Services (AWSS), to discuss relevant tenant/client issues, overall performance of the supportive housing program, coordination of voluntary on-site supportive services and activities, and other relevant matters. The goal for the Horizons at Yucaipa MHSA Housing Program is to provide safe and affordable housing that is linked to comprehensive services that supports each tenant's self sufficiency and overall quality of life.

Type of Housing to be Provided

Horizons at Yucaipa is a new construction project which will provide 77 senior apartments (76 affordable and one management unit) and a community center situated on approximately 4.92 acres. The project will consist of 1 two-story building which will provide 61 one-bedroom apartments with approximately 661 net square feet, 16 two-bedroom apartments with approximately 987 net square feet, and a 2,450 square foot community center. Affordability

will range from 30% - 60% of the area median income (with the MHSa units restricted at the greater of 30% of SSI or 30% of actual tenant income, not to exceed 30% of AMGI).

Meeting the Needs of the Population

Horizons at Yucaipa has been designed with a community room which includes a full kitchen, computer lab, on-site leasing/manager office, media room, barbeque/picnic area, one large laundry room containing 6 washers and 6 dryers and one smaller laundry room containing 4 washers and 4 dryers, a swimming pool and a spa in an architectural style that reflects and enhances the surrounding neighborhood. There will be two elevators which provide for second-floor access. Apartments include a covered patio/balcony, dishwasher, refrigerator, range, garbage disposal, ceiling fan, washer/dryer hookups and are wired for cable television. The project will also include solar power to provide electricity to the community room, pool, spa and all units. Adequate parking for the residences is included in the overall site plan and includes open and detached carport spaces. The grounds including the courtyard, patio, walkways, recreational and perimeter areas, will be natively landscaped, which requires less maintenance and lower costs, while enhancing the beauty of the neighborhood.

Ten, one-bedroom units interspersed throughout the complex will be designated for the MHSa tenants. In addition, the project will be submitting for additional entitlements to add an office/meeting space specifically for MHSa tenants and AWSS, the service provider.

The project is ideally located due to the community's extensive access to amenities. Asaderos Super Market, Wal-green's pharmacy, Omnibus bus stop, the Yucaipa Senior Center and Center Park are within ¼ of a mile to the project.

Development and Service Partners

Horizons at Yucaipa has partnered with Age Wise Supportive Services (AWSS), a Full Service Partnership operated by the County of San Bernardino Department of Behavioral Health. Age Wise Supportive Services assists older adult resident consumers to maintain self-sufficiency, succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase employment, and successfully re-integrate into the community.

Horizons at Yucaipa is a partnership of Urban Housing Communities LLC and the Housing Authority of San Bernardino. Urban Housing Communities LLC has extensive experience in the development of affordable rental housing throughout California. Since 2004, UHC has developed more than 400 units of affordable multi-family and senior housing and will break ground on 254 units this year. UHC executives have experience developing over 750 affordable housing projects and more than 35,000 units. The Housing Authority of San Bernardino (HACSB) has extensive experience in developing quality affordable housing in the region. HACSB owns and/or manages more than 10,000 housing units and serves approximately 30,000 individuals throughout the County.

Hyder Property Management Professionals will act as property managers for the Horizons

at Yucaipa project. Hyder Property Management has over 40 years experience providing quality property management for both affordable housing and 14 years experience providing supportive housing in California. With an active management portfolio of over 5700 units, Hyder Property Management provides strong property management expertise to the Horizons at Yucaipa team. Hyder Property Management will draw on its significant expertise in working with special needs tenants in partnership with Age Wise Support Services to ensure maximum available support to MHSA eligible applicants as they complete the application process. This experienced team approach offers flexible and responsive assistance as applicants negotiate the tenant selection process.

Development Financing

Financing for Horizons At Yucaipa Senior Apartments includes (approximately):

Conventional Perm Loan
City of San Bernardino Redevelopment Agency
Affordable Housing Program Grant
MHSA Capital Funding
Low Income Tax Credit Equity
Developer Fee

Item D.3 Consistency with the Three-Year Program and Expenditure Plan

Describe how the proposed housing development is consistent with the sponsoring county mental health department's approved Three-Year Program and Expenditure Plan. Provide specific information regarding how the development meets the priorities and goals identified in the Three-Year Program and Expenditure Plan.

Response:

The County of San Bernardino Department of Behavioral Health (DBH), through the Fiscal Year 2010-11 Annual Update to the Three Year Program and Expenditure Plan for MHSA Community Services and Support (CSS), identified a need for permanent supportive housing for Older Adults with Serious Mental Illness (SMI) who are homeless or at risk of being homeless and are underserved. Additionally, the County's original MHSA Three Year Program and Expenditure Plan (for Fiscal Years 2005-06, 2006-07 and 2007-08), prepared following an intensive collaborative effort and input from consumers, family members, community leaders, service providers and other interested parties which included community forums and age-specific workgroups and surveys, found that the provision of supportive permanent housing for Older Adults, who are homeless or in danger of homelessness, was ranked among the top five issues identified by community workgroups for Older Adults. The County of San Bernardino MHSA Housing program is expected to generate approximately 150 Supportive Housing units across all the age categories served. The MHSA Housing program proposal for the Horizons at Yucaipa Senior Apartments responds to this identified community need and County priority by directly serving the Older Adult population with SMI who are homeless or at risk of homelessness.

Horizons at Yucaipa Senior Apartments Responds to Identified Need for Older Adult Housing

UHC and the Housing Authority of San Bernardino County partnering with Age Wise Supportive Services (AWSS) as the full service provider (FSP) for MHSA specific resident services, is requesting MHSA capital and operating subsidy funding for the Horizons at Yucaipa Senior Apartments. The Horizons at Yucaipa Senior Apartments will provide ten (10) one-bedroom units of permanent supportive housing for ten (10) MHSA-eligible Older Adult clients within the larger () unit development. The Horizons at Yucaipa Senior Apartments will collaborate with the local FSP, Age Wise Supportive Services, to provide voluntary supportive services to these ten (10) MHSA-funded units. AWSS will support the clients in these ten (10) units by providing the clients with the tools necessary for maintaining their housing, sustaining independence, and transitioning into active members of their communities.

Consistent with the goals outlined in the CSS plan, supportive services at the Horizons at Yucaipa Senior Apartments are detailed in sections D.7 and D.8 of this notice.

Item D.4 Description of Target Population to be Served

Describe the MHSA Rental Housing Program target population to be served in the development. Include a description of the following:

1. Age group, i.e., adults, older adults, children, transition-aged youth;
2. The anticipated income level of the MHSA tenants; and,
3. A description of the anticipated special needs of the target population to be served, e.g., physical disabilities, chronic illness, substance abuse, prior housing status, etc.

Response:

The Horizons at Yucaipa Senior Apartments will provide 10 units of permanent supportive housing for Older Adults, one of the identified Mental Health Services Act (MHSA) target populations under the County of San Bernardino MHSA Housing plan. Older Adults served in the MHSA Housing program at the Lugo Senior Apartments will be age 60 or older with a diagnosis of serious mental illness (SMI). As Outlined in the County 10-year CSS plan, eligible individuals may be unserved or underserved and may have been hospitalized, at risk of institutionalization or been involved in the criminal justice systems. Individuals served may have a co-occurring substance abuse disorder, be homeless or at risk of becoming homeless, and may suffer from functional impairments. Older Adults in the program will be of very low income with an annual income not to exceed 30% of Area Median Income (AMI), and many older adults may have incomes considerably less than 30% AMI. At the time of entrance into the housing, it is anticipated that many of the older adults may have no income other than SSI.

Item D.5 Tenant Eligibility Certification

The county mental health department is responsible for certifying the eligibility of individuals, applying for tenancy in an MHSA unit, for compliance with the target population criteria. Submit a narrative description of the following:

1. How an individual applies to the county to become certified as eligible for an MHSA unit;
2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county; and,
3. How certification of eligibility will be provided to the property manager/development.

Response:

The County of San Bernardino Department of Behavioral Health Housing and Employment Program invited a range of stakeholders to participate in discussions of San Bernardino's Mental Health Services Act Housing Program Tenant Referral and Certification Process. Meetings were held in various parts of the County between March and August 2009 and included members of the Housing Policy Advisory Committee, the Technical and the Executive MHSA Housing Committees; all Full Service Partnerships; and Peer Family Advocates. Feedback from these meetings has been incorporated into the final version of the Tenant Referral and Certification Process

Application Process:

San Bernardino County Department of Behavioral Health (SBDBH) MHSA Housing Program commits to a standardized tenant referral and certification application process for all potential tenants in the program. The process will involve two steps:

- 1) Potentially eligible consumers will have the option of entering the Full Service Partnership (FSP) or being certified as eligible for MHSA housing by the FSP. Potentially eligible consumers may be directed to the FSP through a variety of sources such as SBDBH outreach, case management teams, county outpatient programs and contract agency outpatient programs, transitional residential programs, hospitals, acute psychiatric facilities, jails, referrals from housing managers and self-referrals.
- 2) Any FSP enrolled or FSP eligible consumer may apply for MHSA Housing once they have been certified as MHSA eligible. Property management screening for housing will be conducted by the housing provider, and will be separate from eligibility determination for MHSA services.

The criteria for eligibility under the MHSA housing program are (1) being homeless or at risk of homelessness and (2) meeting San Bernardino County's older adult criteria for serious mental illness. Applicants will be screened by the SBDBH MHSA programs for homelessness and at-risk of homelessness as well as mental health disability. Those clients who are FSP enrolled/eligible will be certified by the FSP, and verification of homelessness, at-risk of homelessness, and mental health disability will be documented following processes and procedures outlined in Department of Behavioral Health Standard Practice Manual.

SBDBH and its contractors will use culturally competent efforts to outreach to and engage members of the target population, including those among unserved or underserved ethnic communities and other minority populations, and will utilize a variety of proven outreach strategies to recruit consumers for FSP enrollment. In addition to soliciting applications from individuals reached through direct outreach methods, the SBDBH MHSA Housing Program staff will accept referrals from an extensive county-wide network of government and nonprofit organizations and service agencies. Examples of potential sources of referral include Behavioral Health Access and Crisis Hotlines and clinical programs, including the Adult – Psychiatric Triage Diversion Team at County Hospital, shelters for single adults and families (both emergency and short-term), outreach and case management teams, transitional residential programs, hospitals, acute psychiatric facilities, jails, and self-referrals. Any mentally ill potential applicants who contact housing developments directly will be informed by the property management or program staff at the development to contact the SBDBH Housing and Employment program to be assigned to an FSP and receive MHSA Program certification of eligibility.

Notification:

All applicants shall be notified in writing by the FSP of a decision regarding their eligibility within a reasonable time from the date the complete Application for Certification was received by the FSP. If the certification is denied because the consumer did not meet the MHSA criteria as evaluated by the Full Service Partnership, the referring party and the prospective tenant will be notified in writing and informed of the reason for the denial. The referring party and/or consumer may resubmit their request for FSP enrollment/eligibility for reconsideration if the conditions that resulted in the original denial change.

Applicants meeting all eligibility requirements will be certified by the FSP and the applicant, the referring agency (if applicable) and the Property Manager will be notified in writing that the Certification of Eligibility for Participation in the MHSA Housing Program has been granted. However, certification of MHSA eligibility will not automatically grant inclusion on the site specific waiting list, which will be separate and maintained by the Property Manager. It should be noted that to be included on the site specific waiting list, applicant may be required to submit additional documentation to the Property Manager after they have received the MHSA Housing Eligibility certification.

Item D.6 Tenant Selection Plan

Provide a tenant selection plan, specific to the proposed development, that describes the following:

1. How prospective tenants will be referred to and selected for MHSA units in the development;
2. The tenant application process;
3. The procedure for maintaining the wait list;
4. The process for screening and evaluating the eligibility of the prospective MHSA tenants, including the criteria that will be used to determine a prospective MHSA tenant's eligibility for occupancy in the development;
5. The appeals process for individuals who are denied tenancy in an MHSA unit; and,
6. The reasonable accommodations policies and protocols.

NOTE: The Department's approval of the MHSA Housing Program Application does not ensure that the Tenant Certification/Referral Process is compliant with local, state and federal fair housing laws. The Developer/Borrower is advised to seek legal counsel to ensure that the Tenant Certification/Referral Process complies with fair housing laws.

Response:

Horizons at Yucaipa will designate ten one bedroom units for Older Adult MHSA housing out of the total of 77 units. The rent on the units will be limited to the greater of 30% of SSI or 30% of actual tenant income, up to a maximum of 30% of AMGI. The MHSA units will be dispersed throughout the property.

Additional space will be available to provide an office/ meeting area with supportive services specifically for MHSA tenants. The MHSA tenants will also have access to the Horizons at Yucaipa community room, pool and garden areas, as well as the services provided to all tenants.

Hyder Property Management Professionals will act as property managers for the Horizons at Yucaipa project. Hyder Property Management has over 40 years experience providing quality property management for both affordable housing and 14 years experience providing supportive housing in California. With an active management portfolio of over 5700 units, Hyder Property Management provides strong property management expertise to the Horizons at Yucaipa team. Hyder Property Management will draw on its significant expertise in working with special needs tenants in partnership with Age Wise Support Services to ensure maximum available support to MHSA eligible applicants as they complete the application process. This experienced team approach offers flexible and responsive assistance as applicants negotiate the tenant selection process.

Notification of Unit Availability

As MHSA Housing Program units become available, the prospective tenants are notified through the following process:

1. Hyder Property Management Professionals (Hyder Property Management), the property manager, will coordinate with AWSS to fill vacancies in MHSA units with

- applicants that meet the MHPA criteria and are enrolled/eligible in the County's Full Service Partnership (FSP) program.
2. Prospective tenants apply for tenancy at Horizons at Yucaipa after being referred by AWSS. The prospective tenant, if not referred by AWSS, will be directed to the FSP, AWSS, for certification of eligibility for MHPA housing. AWSS will provide confirmation of MHPA housing unit eligibility to the applicant and Hyder Property Management if the applicant meets the MHPA Housing Program criteria.
 3. Horizons at Yucaipa will maintain a site specific wait list, keeping it current by contacting the prospective tenant/AWSS on a regular basis, per the Horizons at Yucaipa property management plan, to inquire about their continued interest in a MHPA funded unit.

Project Waiting List

Horizons at Yucaipa screening protocol is outlined in section D.13 of the MHPA Housing Program application. Applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on Hyder Property Management's Horizon at Yucaipa waiting list, upon favorable pre-qualification. Favorable pre-qualification does not assure, nor imply, that an application will be approved or that Hyder Property Management is preparing a particular application for a unit that may be available. Additional tenant selection criteria, as outlined in the Hyder Property Management tenant selection plan, shall also apply.

Property Management Screening

The MHPA FSP enrolled/eligible applicant will be screened by Hyder Property Management and is expected to include review of the completed Hyder Property Management housing application.

Applicants successfully passing this screening will be subject to third party income verification and review of landlord and/or references. If the potential tenant is acceptable at this point, a credit report, and criminal history check will be performed. If the credit report and criminal history check are both acceptable, verification of MHPA eligibility from AWSS will occur as the last step for obtaining a specific available unit. Hyder Property Management and AWSS will work collectively to determine reasonable accommodations that may be helpful to ensure MHPA-eligible applicants with disabilities are able to access the MHPA designated units.

Screening Assistance for the Applicant

AWSS, the FSP to tenants at Horizons at Yucaipa, will provide all necessary support during the screening process, including, if desired by the applicant, assistance to the applicant in completing the required paperwork, securing required documentation, and accompanying the applicant during interviews with Hyder Property Management staff.

References

If landlord references are not available, personal references, other than family members, will be required. Required references can be provided by staff of a homeless shelter, other homeless service providers, social workers or others involved with the applicant in a

professional capacity, together with as much information as possible about where the applicant has been living for the past five years. Landlord, personal, or other references must indicate the ability to care for the property and pay rent on time, as well as the ability to peacefully cohabit with other tenants. The landlord reference check is conducted to determine that an applicant has:

- Demonstrated an ability to pay rent on time and in full
- Follow the rules and regulations outlined in the lease agreement
- Kept his or her residence in a clean and sanitary manner
- Kept his or her residence undamaged
- At no time received a notice for lease violation(s)
- Behaved as a good neighbor and tenant

Notice of Decision

Hyder Property Management will provide applicants written notification of assignment to the waiting list or reason for denial after consideration of the housing application. The applicant will also be given written notification by Hyder Property Management of specific occupancy date or reason for denial after final processing. All notices of denial will include information on the right to appeal and a reminder notice of the right to reasonable accommodation for disability. A copy of any denial notice for MHSA enrolled applicants will also be sent to AWSS and DBH. In the event of successful application for housing, AWSS will be available to assist the tenant in making arrangements for and completing the move-in process.

Fair Housing

Hyder Property Management will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, rent-up, and ongoing operations. Hyder Property Management is committed to requirements of Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Fair Housing Amendments of 1988, and legislation which may subsequently be enacted that protects the individual rights of residents, applicants, or staff.

Hyder Property Management will not discriminate against prospective residents on the basis of the fact or perception of their race, religion, creed, national origin, age, color, sex, blindness, or other physical or mental disability, marital status, domestic partner status, ancestry, actual or perceived sexual orientation, gender identity, AIDS, AIDS-Related Complex, HIV, medical condition, height, weight, political affiliation or other consideration made unlawful by Federal, State or local law.

Hyder Property Management will not discriminate against prospective residents on the basis of their receipt of, or eligibility for, housing assistance under any Federal, State, or local housing assistance program. Hyder Property Management will not discriminate against those using Section 8 certifications or vouchers or other rental assistance, and applicants with such rental assistance must meet all eligibility requirements. Hyder Property Management will work closely with legal counsel and regulatory agencies

throughout the marketing and outreach process to ensure full compliance with all applicable requirements.

Reasonable Accommodation and Right to Appeal

All applicants will be given notice in the project specific application package of their right to reasonable accommodation as well as their right to appeal screening decisions. All background information obtained from credit reports, criminal history checks and/or landlord or other personal references will be considered in the light of the project's commitment to provide housing for people in transition who have special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues was related to a disability and request reasonable accommodation. In addition, the availability of supportive social services that can assist the applicant in meeting the conditions of tenancy will also be considered in evaluating such information before a decision on an applicant's assignment to a MHSA unit.

All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability.

Rental Application and Wait List Procedure

At initial lease-up and thereafter, AWSS will refer eligible FSP clients to the Horizons at Yucaipa to apply for MHSA housing. All prospective tenants will be required to fill out and submit a rental application at lease-up. Subsequent to initial lease-up, all prospective tenants will fill out and submit a guest card. The guest card serves as the mechanism for property management staff to assess whether an interested person meets program requirements prior to requesting a full rental application, therefore reducing the application burden on both the prospective tenant and the property management staff. The guest card will collect information about the applicant, including, name and contact information, household composition and income. Applications and guest cards can be obtained by calling the leasing office. Due to building restriction and guidelines, certain questions may be asked of perspective tenants such as full-time student status, Registered Sex Offense (RSO), and homeless/disabled status for the MHSA Housing Program units. Hyder Property Management will provide training for the AWSS case managers on the pre-qualification and application process.

Following initial lease-up, those applicants who pre-qualify will be mailed a full rental application which the applicant will be required to complete and return to the leasing office. Once the applicant submits the completed full rental application, he or she will be placed on the wait list in accordance with the time date stamp on the application. Upon request Hyder Property Management will provide the wait list status for prospective tenants to AWSS and DBH. Reasonable accommodation, such as alternative means of receiving or submitting applications, will be made for persons with disabilities. Hyder Property Management and AWSS will work collectively to determine the types of accommodations that may be helpful to ensure MHSA-eligible applicants are able to access the MHSA designated units.

Applicant Interview and Screening

When there is a vacant MHSA Housing Program unit, the property manager will contact the next eligible applicant on the wait list to schedule an interview time. For the interview, the applicant must be prepared to provide: a state issued identification card, a social security card or number, and income verification (SSI award letter, pay stubs, etc.). If all required documentation is in order, the below interview and screening process takes place once a unit becomes available.

- a. Applicants will be asked to sign forms that will be sent out to verify the information on their application including: income, homeless and disability status. Property Management must obtain verification of this application information prior to any offer of a unit.
- b. Criminal/Credit Background Check
 1. Criminal Background Check. The criminal background check will show history of criminal convictions. Criminal history will be evaluated based on severity, timeframe, and pattern of offenses.
 2. Credit Check. Credit report information may not disqualify an applicant for tenancy. The purpose of obtaining a credit report is to establish current level of debt. Only severe current level of debt that would prevent a tenant from making rent payments would disqualify an applicant for tenancy.
- c. Other Tenant Screening Criteria
 1. Staff will perform case note documentation of applicant for tenant behavior and appropriateness.
 2. Tenant behaviors that may affect selection for tenancy include an applicant's illegal use (or pattern of illegal use) of a controlled substance that may interfere with the health, safety, or right to peaceful enjoyment of the premises.
- d. An interview with the potential tenant is conducted.
- e. A move-in date is scheduled.

Tenant Eligibility Criteria

In order to be eligible for tenancy in one of the ten (10) MHSA set-aside units at Horizons at Yucaipa, prospective MHSA tenants must meet the following eligibility criteria:

- Must be an older adult (age 60 and above) with diagnosis of serious mental illness (SMI)
- Must be homeless or at risk of homelessness; AND
- Must meet the low-income requirements of the California Tax Credit Allocation Committee and the MHSA Housing Program. Note that the tenant portion of the rent will be 30% of the current Supplemental Security Income (SSI), or 30% of income, whichever is higher, up to a maximum of 30% AMI.

Verification of Compliance with Tenant Eligibility Criteria

Hyder Property Management will require third-party documentation of applicant's compliance with eligibility criteria prior to approving for tenancy.

- Verification of MHSA Housing Program Eligibility will be provided by the Full Service Partnership Provider.
- Verification of income is documented via completion of the Tenant Income Certification Questionnaire, Tenant Income Certification, Employment Verification Forms, and all other required tax credit forms in accordance with the regulations of the

California Tax Credit Allocation Committee.

Appeals Process

If a rental application is denied, Hyder Property Management will send the applicant a letter of denial, which will specify the reason for the denial. The applicant has fourteen (14) calendar days after the date of the denial letter to submit a written appeal to Hyder Property Management.

Hyder Property Management will consider any mitigating circumstances that the applicant feels would have an effect on their application and that would overcome or outweigh information already gathered in the tenant screening process. The written appeal must consist of documentation refuting the stated reason for rejection of the rental application or supporting the mitigating circumstances to be considered in the appeal. If a letter of denial is sent to an applicant, and no response or new evidence is received within fourteen (14) calendar days, Hyder Property Management will close the file permanently.

Hyder Property Management will notify the applicant of the final decision on the appeal within fourteen (14) calendar days of receiving the applicant's written notice of appeal, unless further information or research is required to give full consideration to the appeal.

Item D.7 Supportive Services Plan

NOTE: A tenant's participation in supportive services may not be a condition of occupancy in MHSA units.

Describe the development's approach to providing supportive services to MHSA tenants. The following information should be provided:

1. A description of the anticipated needs of the MHSA tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSA tenants;
3. A description of each service to be made available to the MHSA tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:
 - a) Mental health services
 - b) Physical health services (including prevention programs)
 - c) Employment/vocational services
 - d) Educational opportunities and linkages
 - e) Substance abuse services
 - f) Budget and financial training
 - g) Assistance in obtaining and maintaining benefits/entitlements
 - h) Linkage to community-based services and resources
4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA tenants. If there is no onsite service coordination, provide a description of service coordination for the development;
5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation;
6. A description of how the MHSA tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHSA tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSA tenants to maintain housing stability and plans for handling crisis intervention;
7. If the Development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth MHSA tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age;
8. Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHSA tenants who do not speak English and how communication between the property manager and the non-English speaking MHSA tenants will be facilitated;

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules".

Response:**SUPPORTIVE SERVICES PLAN – HORIZONS AT YUCAIPA SENIOR APARTMENTS**

It is the primary objective of the *Age Wise Supportive Services (AWSS)* program to support the individual in maintaining tenancy. The overarching principles of the MHSA housing service plan are client/tenant choice and that services are voluntary. The supportive services program will assist older adult resident consumers to maintain self-sufficiency, succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase employment, and successfully re-integrate into the community.

Service Needs of the Target Population

The target population for this project consists of ten (10) Older Adults, who have been diagnosed with a serious mental illness and who are homeless or at risk of homelessness. The Older Adult population, in general, faces some unique issues that can cause increased difficulty in providing services. Some of the particular difficulties faced by the Older Adult Population include depression due to chronic health deterioration and loss of family & peers, sleep problems, and isolation (both physical and social). To address these particular difficulties, AWSS has developed a comprehensive plan consisting of case management, assessment, psychiatric care, mental health services, educational and social services, co-occurring disorder services, crisis intervention, medical support and housing support services. These combined services are intended to help tenants to maintain self-sufficiency, succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase housing stability, and successfully re-integrate into the community. While the specific level of care of each tenant will be dependent on that tenant's need and desire for services, AWSS has tailored a plan that can be both flexible and comprehensive to address all needs as they arise.

Overview and Description of Services

The services and goals will be developed in partnership with the older adult resident consumer and will be directed towards utilizing a strengths-based approach. Services will be directed towards supporting the older adult resident consumer in maintaining long-term housing. A multi-disciplinary team, including peer and family advocates and staff reflecting the ethnic and cultural make-up of the resident consumers will provide the services. These bi-lingual services will be provided both on-site and off-site and occur with a frequency that is individually determined, but no less than weekly. Supportive services staff will also assist the older adult resident consumers in accessing County and other outside services as appropriate to meet all of the resident consumer's needs. Assertive engagement focusing on developing relationships and trust shall be provided to those individuals who decline services.

While all services will be voluntary, a range of mental health services shall be offered and

provided to all MHSA eligible tenants who express desire for such services. The core supportive services will include:

- Access to psychiatric services: assessments, evaluation & medication management
- Mental health treatment, case management and independent living skills development
- Crisis intervention and follow up care
- Dual Diagnosis support groups and individualized treatment options for resident consumers who experience challenges with substance use
- Emergency assistance with food and clothing as needed
- Individual goal/service planning
- Weekly Wellness psycho- education groups
- Assistance in accessing and keeping mainstream benefits
- Assistance in accessing public health services
- Assistance in accessing public transportation
- Money management and financial education
- Employment services and opportunities
- Family and other support system interventions

The Adult System of Care (ASOC) will provide all direct mental health maintenance and case management services. All psychiatric services and medications will be provided by the outpatient clinics of the San Bernardino Department of Behavioral Health. ASOC will use a multidisciplinary team-based approach that will provide treatment, rehabilitation and support services. Staffing will meet the service needs and access to afterhours care will be provided as dictated by the resident consumer's needs.

The 10 older adult resident consumers will also be able to access the county's Public Health Clinics for regular medical assessments, referrals and appropriate treatment. On a regular basis, each older adult resident consumer's case will be reviewed to discuss issues of treatment and progress. The multi-disciplinary team will provide on-going assistance with independent living skills, individual and family counseling, and assistance and education with medication self-management. Case management is a crucial service that is shared by the entire team; on any given day, one team member is the on-site, on-call coordinator. All members of the service team become familiar with all the older adult resident consumers and every team member is prepared to step in and coordinate service and case management on any given day (or night). The majority of services will be provided at the Lugo Senior Apartments although other county facilities and programs may be used as dictated by program needs.

Promoting Recovery, Work and Self-Sufficiency

The older adults served by this housing program will be individuals with complex and long-term social and medical issues. Each person's history of homelessness and untreated disabilities will require an individualized approach to assessment of needs and goals. Resident consumers are assisted to gain the skills needed to make choices that reflect their own values, preferences, and goals: support systems will be developed to meet each person's needs and to empower each individual to attain their highest level of independence and employment. The program assists resident consumers in developing and refining

community living skills through individual as well as peer support. Resident Consumers will be assessed, referred and supported in the development of independent life skills such as apartment maintenance, money management, cooking and shopping. Resident consumers will also be assessed, referred and supported in accessing employment resources in the community and supported in obtaining their career goals.

Strategies and Assistance with Maintaining Housing and Supporting Wellness, Recovery and Resiliency

Employing the “strength-based” approach allows staff to identify what is needed to support the resident consumer in maintaining his/her housing. Beginning where the individual is in his/her recovery will identify where to start and focus. This usually begins with the fundamentals – an income and health assessment. If not done already, applications for financial and health care benefits shall begin as soon as possible. Further, the range of services as described above shall be offered. A strength-based approach that encourages and supports choice, empowerment and focusing on the strengths of the individual has proven successful in recovery, fostering resiliency and the promotion of wellness. Based on the tenants’ wishes, employment opportunities and supports will be made available, including assistance with transportation, job coaching and any other items that will be important for the tenant to be successful. Educational supports shall also be made available by assisting the resident consumers in enrolling and completing educational programs. In supporting tenancy retention, service staff shall be available 24/7 to respond to crisis or other tenant issues requiring this level of support. Working with the tenant and the property management staff when behaviors have been identified that place the tenant at risk for potential eviction will proactively support both the tenant and the property management in avoiding this decision.

Communication

The AWSS Program Manager/designee is expected to be the primary point of contact between AWSS and Property Manager, Hyder Property Management. AWSS and the property manager will have regularly scheduled meetings, not less than once per month, to ensure adequate communication and to address any tenant issues. AWSS and the property manager will meet on-site and coordinate goals that will lead to tenant housing stability. The focus of the meetings will be to maintain open communication and a collaborative relationship between AWSS and the property manager which will lead to optimal housing outcomes for tenants and take advantage of the resources that are available.

Item D.8 Supportive Services Chart (Attachment C)

Submit the Supportive Services Chart (**Attachment C**). The Chart must list all services that will be provided to MHSA tenants, including any in-kind services essential to the success of the Supportive Services Plan.

Item D.9 Design Considerations for Meeting the Needs of the MHSA Tenants

Describe the following:

- 1 Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security;
- 2 Supportive services space (if any), including any quiet area on site for tenants to meet service staff;
- 3 How the MHSA units will be designed to provide appropriate accommodations for physically disabled MHSA tenants, if appropriate.

Response:

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Describe the following:

- 1 Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security;
- 2 Supportive services space (if any), including any quiet area on site for tenants to meet service staff;
- 3 How the MHSA units will be designed to provide appropriate accommodations for physically disabled MHSA tenants, if appropriate.

Response:

Project Space Description

Horizons at Yucaipa is a new construction project which will provide 77 senior apartments (76 affordable and one management unit) and a community center situated on approximately 4.94 acres. The project will consist of 1 two-story, garden style building which will provide 61 one-bedroom apartments with approximately 641 net square feet, 16 two-bedroom apartments with approximately 940 net square feet, and a 2,450 square foot community center. Affordability will range from 30% - 60% of the area median income.

Horizons at Yucaipa has been designed with a community room which includes a full kitchen, computer lab, on-site leasing/manager office, media room, barbeque/picnic area, one large laundry room containing 6 washers and 6 dryers and one smaller laundry room containing 4 washers and 4 dryers, a swimming pool and a spa in an architectural style that reflects and enhances the surrounding neighborhood. There will be two elevators which provide for second-floor access. The project will also include solar power to provide electricity to the community room, pool, spa and all units. Adequate parking for the residences is included in the overall site plan and includes open and detached carport spaces. The grounds including the courtyard, patio, walkways, community gardens, recreational and perimeter areas, will be natively landscaped, which requires less maintenance and lower costs, while enhancing the beauty of the neighborhood. The property will have a perimeter fence and gated access for vehicles and pedestrians. The property will have one area of entry, which is along 3rd Street. Security will be provided as needed.

Apartments include a covered patio/balcony, Energy Star dishwasher and refrigerator, range, garbage disposal, ceiling fan, washer/dryer hookups, tankless water heater, are wired for cable television, and receive 1kW of solar photovoltaic electricity. All units will exceed Title 24 energy standards by a minimum of 20% and include Low e double pane windows, radiant barrier roofs, insulated and sealed ducts, energy efficient air conditions, and increased insulation.

Ten ground floor, one bedroom units in the eastern wing will be designated for the MHSA tenants. In addition, the project will be submitting for additional entitlements to add an office/meeting space specifically for MHSA tenants and AWSS, the FSP service provider.

The project is ideally located due to the community's extensive access to amenities. Asaderos Super Market, Wal-green's pharmacy, Omnibus bus stop, the Yucaipa Senior Center and Center Park are within ¼ of a mile to the project.

Supportive Services

The project will promote tenant interaction by providing residential services and property management within an approximately 2,450 sq. ft. community center. The space will include a large flexible community room with dining, viewing, and lounge areas, an ADA accessible kitchen with range and refrigerator, a computer room, and offices. The building is designed to provide a safe environment for tenants to live and learn new skills while reengaging society. The space will also provide an opportunity to participate in community sponsored activities that will be designed to develop a sense of community and be the central hub for life-enhancing educational and social interaction activities provided by the resident services coordinator, Central Valley Housing Coalition.

The project will respond to the unique needs of the MHSA target population by providing intensive case management through the FSP (AWSS) which will connect residents to the full range of support services they need to gain increased independence and remain stably housed, including: safe and secure housing environment, linkages to health and dental care, mental health care, after school tutoring, job & educational services, life skills workshops, and more. The FSP provider will be able to provide services within the individual units or use either the community room space, or a separate office area to provide a safe quiet place to render services. Central Valley Housing Coalition will supplement the FSP services by providing a linkage to a network of providers of all aspects of senior services in the area. In addition, Central Valley Housing Coalition will provide access to a complete array of existing community support services such as transportation coordination, mental health services, healthcare, adult day health, personal care services, health education, meals on wheels and others, on-site classes to engage seniors in healthy living. Central Valley Housing Coalition's programs will change on a semester basis and be targeted to the needs expressed and reflected by the community.

MHSA Room Design

The Horizons at Yucaipa design incorporates the principles of Universal Design in at least half of the project's units by including: accessible routes of travel to the dwelling units with accessible 34" minimum clear-opening-width entry and interior doors with lever hardware and 42" minimum width hallways; accessible full bathroom on primary floor with 30" x 60" clearance parallel to the entry to 60" wide accessible showers with grab bars, anti-scald valves and lever faucet/shower handles, and reinforcement applied to walls around toilet for future grab bar installations; accessible kitchen with 30" x 48" clearance parallel to and centered on front of all major fixtures and appliances. The project will have two elevators and walking decks, which will provide minimal access for the physically disabled using wheelchairs and mobility devices of sizes anticipated within the California Building Code standards, to the second floor units.

The community center, pool area, and cabana within the development will be accessible to physically disabled persons including access controls, door widths, counter and countertop accessibility turning radius within rooms, and lighting controls. The walkways throughout the grounds will be designed per ADA standards.